

mlds Customer Profile

SOUTHERN SAFETY SALES, INC.

Seamless conversion, dedicated support, and industry specific features allow a small business to flourish



“**W**e had concerns about moving systems and not disrupting our day to day operations,” recalls Scott Grambolt, Vice President of Southern Safety Sales located in Austin, Texas. “The Systems House, Inc. (TSH) made it happen.”


Founded 1963 in Austin Texas, Southern Safety Sales, Inc., has been a full line Medical Supply Distributor for over 45 years. Southern has been a long term member of IMCO, the premier co-op for Medical Supply Distributors. Prior to implementing the MDS System, Southern had been utilizing Activant’s TURNS system for over a decade. Scott said: “Activant’s decision to turn their attention to other industries and their emphasis on other software systems convinced us that we had to move from the TURNS system.”

Southern investigated many of the available software solutions and selected the MDS system operating on an ASP (hosted) basis. Commenting on the selection, Scott said: “The Systems House offered us a complete, cost effective solution dedicated to the needs of Medical Distributors.”

One of Southern’s concerns was the importance of properly converting their data to the new system. With TSH’s experience with other TURNS installations and the availability of TSH’s data conversion utilities, all of Southern’s master file and historical data were successfully transferred to the MDS system.

Southern needed a software management system that would help them meet customer needs quickly and efficiently. “The system I used was complicated and slow,” Scott described. “Getting vital customer information could take nearly an hour. But with MDS, it’s quick; everything takes seconds. . . that’s a benefit we pass along to our customers.”

TSH’s recommendation was for Southern to connect to MDS through an ASP server. With MDS ASP, customers receive access to all the features of MDS, through a secure Internet connection linked to The Systems House’s central server. The ASP approach allows Southern to effectively manage its business, with full support from TSH, and a smaller up-front investment than with an in-house installation. Since TSH acts as Southern’s IT department and system administrator, Scott has the added benefit of not having to hire a



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Austin, TX
<http://www.southernsafetysales.com>

Industry:
Medical Supplies Distributor

Employees:
9

TSH Customer Since:
2010

TSH Products & Services:

- U2 Database
- MDS Application Server

Key Benefits:

- Medical Industry specific features
- Contract and Rebate Management
- Lot and Serial Number Control
- Industry buying group affiliation
- Specialized reporting utilizing integrated Crystal Reports with real-time information
- WMS – Warehouse Management with location control
- Integrated CRM and VRM
- SAAS Solution with 24/7 uptime and simplified setup
- Real-Time Inventory Control and Management for improved inventory accuracy and total ROI
- Integrated Financials
- Comprehensive support



The Systems House, Inc.

Software Solutions for Distributors

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e-mail: sales@tshinc.com • www.tshinc.com

technical staff to manage the computer system. TSH personnel oversee system maintenance, backups, upgrades, as well as providing general technical support.

Asked how MDS is working out, Scott was happy to share his satisfaction. "MDS is even better than we had hoped," enthused Scott. Among the benefits he cites as being most helpful, Scott points to the power and flexibility of the MDS reporting features. "I'm constantly

amazed by the power MDS has to generate my end-of-day (EOD) reports," explains Scott. "MDS does the entire job in a matter of minutes. With my old system, it would take hours."

Another key reporting feature is the ability to quickly and easily view customer histories which can then be exported or emailed. Additionally, any report can be exported to a spreadsheet program for easy manipulation and analysis. Also, Scott finds himself constantly amazed at how easily he can include a non-stock item on a customer order or a vendor purchase order.

"MDS allows me to input the item number, and then add price, cost, and descriptive data. MDS includes the non-stock items

on forms and reports. In addition, the information is properly recorded on all

customer and product sales histories."

"The entire process from order entry to billing is seamless," says Scott. "Customer pricing (including contract and special pricing) is automatic. And because live inventory management is integral to the program, I can advise my customers about product availability while they're on the phone."

"We are a small company with nine employees, and none of us were technical wizards. The TSH service reps are just great, and judging from the level of service we received, you'd think we were a huge corporation. We just wouldn't get this level of support anywhere else. "

—Scott Grambolt,
Vice President
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Scott complimented The Systems House, Inc. on its outstanding customer service. "We are a small company with nine employees, and none of us were technical wizards. The TSH service reps are just great, and judging from the level of service we received, you'd think we were a huge corporation. We just wouldn't get this level of support anywhere else."

With their system securely in place and the software tools to manage and maintain their business, Southern Safety Sales, Inc. is on track to flourish in the medical supply marketplace. TSH and Southern have partnered to utilize best of breed business practices and software to allow both companies to reap the benefits of their new relationship.

Southern Safety Sales, Inc.

Austin, TX

<http://www.southernsafetysales.com>

For more information on Master Distribution System and Warehouse Management System from The Systems House, Inc., contact TSH at 1-800-MDS-5556, or email sales@tshinc.com

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The Systems House, Inc.
Notch View Office Park
1033 Route 46
Clifton, N.J. 07013
973-777-8050 • 973-777-3063
www.tshinc.com • 1-800-MDS-5556